What to do if... (Troubleshooting)

If you have a problem, check the following before contacting your Lexus dealer.

The doors cannot be locked, unlocked, opened or closed



You lose your keys

- If you lose your mechanical keys, new genuine mechanical keys can be made by your Lexus dealer. (→P. 99)
- If you lose your electronic keys, the risk of vehicle theft increases significantly. Contact your Lexus dealer immediately. (→P. 100)



The doors cannot be locked or unlocked

- Is the electronic key battery weak or depleted? (→P. 646)
- Is the engine switch in IGNITION ON mode?
  When locking the doors, turn the engine switch off. (→P. 172)
- Is the electronic key left inside the vehicle?
  When locking the doors, make sure that you have the electronic key on your person.
- The function may not operate properly due to the condition of the radio wave. (→P. 108)



The rear door cannot be opened

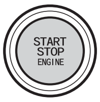
- Is the child-protector lock set?
  The rear door cannot be opened from inside the vehicle when the lock is set. Open the rear door from outside and then unlock the child-protector lock. (→P. 118)



The trunk lid is closed with the electronic key left inside

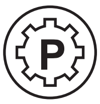
- The function to prevent the electronic key from being left inside the trunk will operate and you can open the trunk as usual. Take the key out from the trunk. (→P. 102)

If you think something is wrong



The engine does not start

- Did you press the engine switch while firmly depressing the brake pedal? (→P. 171)
- Is the shift lever in P? (→P. 174)
- Is the electronic key anywhere detectable inside the vehicle? (→P. 104)
- Is the steering wheel unlocked? (→P. 175)
- Is the electronic key battery weak or depleted?
  In this case, the engine can be started in a temporary way. (→P. 741)
- Is the battery discharged? (→P. 743)



The shift lever cannot be shifted from P even if you depress the brake pedal

- Is the engine switch in IGNITION ON mode?

  If you cannot release the shift lever by depressing the brake pedal with the engine switch in IGNITION ON mode (→P. 737)



The steering wheel cannot be turned after the engine is stopped

- It is locked automatically to prevent theft of the vehicle. (→P. 174)

The windows do not open or close by operating the power window switches

- Is the window lock switch pressed?
  The power window except for the one at the driver's seat cannot be operated if the window lock switch is pressed. (→P. 145)

The engine switch is turned off automatically

- The auto power off function will be operated if the vehicle is left in ACCESSORY or IGNITION ON mode (the engine is not running) for a period of time. (→P. 174)

A warning buzzer sounds during driving

- The seat belt reminder light is flashing

  Are the driver and the front passenger wearing the seat belts? (→P. 689)
- The parking brake indicator is on

  Is the parking brake released? (→P. 186)

Depending on the situation, other types of warning buzzer may also sound. (→P. 686, 697)

An alarm is activated and the horn sounds

- Did anyone inside the vehicle open a door during setting the alarm?
  The sensor detects it and the alarm sounds. (→P. 70)

To stop the alarm, turn the engine switch to IGNITION ON mode or start the engine.

A warning buzzer sounds when leaving the vehicle

- Is the electronic key left inside the vehicle or the moon roof opened?
  Check the message on the multi-information display. (→P. 704)

A warning light turns on or a warning message is displayed

- When a warning light turns on or a warning message is displayed, refer to P. 686, 697.

When a problem has occurred



If you have a flat tire

- Stop the vehicle in a safe place and replace the flat tire with the spare tire. (→P. 722)



The vehicle becomes stuck

- Try the procedure for when the vehicle becomes stuck in mud, dirt, or snow. (→P. 749)